

**INTERAGENCY COORDINATING COUNCIL  
COMMITTEE MEETING MINUTES**

**COMMITTEE:** Quality Service Delivery Systems

**RECORDER:** Peter Guerrero/Angela McGuire **DATE:** May 20, 2004

**COMMITTEE MEMBERS**

**PRESENT:** Marie Poulsen, co-chair, Jim Bellotti, Linda Landry, Kate Warren, Beverly Morgan-Sandoz, Fran Chasen, Julie Woods, and Lois Pastore

**GUESTS:** Judy Cruse, Leah Caldwell

**STAFF:** Virginia Reynolds, Peter Guerrero, Angela McGuire WestEd/CPEI

**DDS LIAISONS:** Dennis Self and Sharon Rea Zone

**ABSENT:** Brigitte Ammons, Ruth Cook, Diane Kellegrew, James Cleveland

**SUMMARY OF IMPORTANT POINTS, ACTIONS CONSIDERED AND  
RECOMMENDATIONS**

- I. INTRODUCTION – AGENDA REVIEW: Introductions were made, new staff introduced. No agenda is in packet; agenda for meeting will be formed during Chair's report.
- II. REVIEW AND APPROVAL OF MINUTES: Minutes were reviewed and approved.
- III. CHAIR'S REPORT: Marie Poulsen reported that the Executive Committee had two conference calls and met this morning to refine recommendations for action plans. Charge to committees for today is to review priorities, especially the priority to which this committee has been assigned as lead, to determine work plans and timelines. Fran Chasen asked about Program and Personnel Development. Chair clarified that it would be discussed and might be part of the IFSP priority. Agenda and approximate times for discussion were set.
- IV. COMMITTEE ACTIVITIES:
  - A. Membership
    - Reviewed listed committee members.
      1. Diane Kellegrew is no longer participating. Ruth Cook needs to be contacted.
      2. Chair asked for suggestions for new members. Susan Graham was suggested.
  - B. Address Recommendations and Action Plans- Review and refine outcome, review data, determine additional data needed
    - IFSP (QSDS is lead)

1. Outcome
  - a. List IFSP components within outcome or in outcome column for review
  - b. Add referral to FRC/family support
  - c. Add indication of non-required services
  - d. Documentation of parent understanding of IFSPs
2. Data Review
  - a. Reviewed IFSP section of the Performance Contract Pilot data with input/guidance from Dennis Self. Dennis will provide updated version of this data for September meeting. The existing data that is presented in this set focuses on federal requirements/compliance, the KPIs (key performance indicators). These are important quality issues for California- most sensitive indicators.
  - b. Jim Bellotti raised a concern that committee had identified some key elements of IFSPs and suggested that the committee look to see that those elements/ recommendations are represented in the priorities. Kate Warren suggested that some of the committee-identified elements could be included within the outcome under other/non- required elements.
  - c. Look at previous work on IFSP priority from other committees.
3. Additional data needed:
  - a. Data from Education to assure that we are considering the entire system, including the monitoring instrument used and reports generated from that and the Focused Monitoring/Quality Assurance reports. Jim Bellotti will provide for next meeting. ICC staff will disseminate to committee over the summer.
  - b. Dennis will provide updated version of the Performance Contract Pilot data for September meeting.
  - c. See if CDE and RC IFSP monitoring meshes.
  - d. Review CA related data that is monitored.
  - e. Due-process data- look at due process 'drop out' rate to see if it relates to issues with IFSPs.
  - f. IFSP section of ES SC Handbook
  - g. Evaluations and evaluation responses from SC related to satisfaction and training needs
4. Workplan/timeline/collaboration

- a. Invite FRSC committee to review parent feedback (from Focused Monitoring, Xenologics data, parent satisfaction surveys, compliance and due process) pertaining to IFSPs.
  - b. Revise outcome- 9/04
  - c. Analyze CDE and RC monitoring tools and reports.
  - d. Synthesize monitoring information for review at 9/04 meeting.
  - e. Explore record reviews of RC and LEA
  - f. Explore additional mechanisms to collect outcome data from parents, community agencies
  - g. Explore IA agreements in terms of IFSPs
    - i. Develop appropriate questions related to state and local level IA agreements concerning IFSPs
  - h. Look at effective practice for IFSP development in combination with training and personnel development (1/05)
  - i. Recommendations for training and personnel development (3-5/05)
  - j. Develop recommendation for assessment of parent understanding of IFSPs
- Early Entry
  - 1. Referrals from CCS? Do children served by CCS have IFSPs? What is interagency agreement between CMS and DDS?
  - 2. Sample MOUs and templates
- Transition
  - 1. One issue is Part B participation in actual transition (and in training on transition)
  - 2. Match data on the number of infants and toddlers exiting Part C and the number of preschoolers entering Part B
  - 3. Review MOUs between LEAs and RCs on transition
- Interagency collaboration
  - 1. Interagency Collaboration- Committee discussed extant data on interagency collaboration. Linkages to other agencies are not monitored. Interagency agreements and MOUs could be examined. There is tremendous variation throughout the state. Recommendation to lead on IA collaboration: Review old IA agreements and MOUs.
  - 2. Name each of the collaborating/partner agencies, review MOUs/IA agreements, and examine what can be done within guidelines for each agency.
  - 3. Suggest that agencies use ES SC Handbook across the board.
  - 4. Evaluate feedback and satisfaction of community partners.

5. Issue: Children receiving services from CCS that are not referred to ES. Parallel system seems to be in place.
6. Recommendation: Convene a Summit to include CCS, LEA, RC, FRC, consumers. Purpose: T0 discuss policy and reality.

## V. DISCUSSION OF OTHER COMMITTEE ISSUES:

### A. Program and Personnel Development-

- Committee would like to see a status update on personnel standards/policy issues in early childhood
- Small groups were formed to flesh out on-going work in this area
  1. Evaluation/monitoring: Lois, Kate, Dennis, Julie, Jim
  2. Personnel program standards: Beverly, Linda, Fran, Virginia, Marie

### B. Monitoring- Dennis Self reported on last monitoring visit. He reported that the San Diego RC visit included an exceptional team comprised of representatives from CDE, SEEDS, FRC (Matrix), ICC, RC (CVRC), and Dr. Robin Hanson. Highlights:

- Forty-five day timeline hard to meet, especially for completing hearing assessment
  1. Efficiency method can feel overwhelming for families; Dennis recommends anticipatory guidance for families from service coordinators or FRCs
- Participation of LEAs was wonderful
- Utilized teleconferencing for participation from outlying areas in addition to visiting
- Included focus groups for service coordinators and parents
- SD area able to do some innovative things because of relationship with university

### C. IDA Forum

- What parents thought were important competencies for EI (via 2 year old survey and more recent focus groups)
  1. Well-trained/knowledgeable
  2. Relationship is key
  3. Know systems as well as discipline
- Results will be in IDA News and on website. Fran will bring copy of IDA News to meeting 9/04.

### D. Questions/comments:

- Are we seeing more kids with hearing loss coming into the system?
- How we can we encourage accessing EPSDT funds for hearing and vision screening in CA?

## VI. ACTION AND RECOMMENDATIONS:

A. Membership

- Contact Ruth Cook about status of membership
- Invite Susan Graham to join QSDS Committee.

B. IFSP

- Data
  1. Dennis will provide updated version of IFSP section of the Performance Contract Pilot data for September meeting.
  2. Jim Bellotti will provide data from Education, including the monitoring instrument used, reports generated, and Focused Monitoring/Quality Assurance reports.
  3. Evaluations and evaluation responses from SC related to satisfaction and training needs
- Review IFSP section of ES SC Handbook
- Invite FRSC committee to review parent feedback pertaining to IFSPs.
- Look at previous work on IFSP priority from other committees.

C. Early Entry

- Investigate: Do children served by CCS have IFSPs? What is interagency agreement between CMS and DDS?
- Provide sample MOUs and templates

D. Transition

- Review data on the number of infants and toddlers exiting Part C and the number of preschoolers entering Part B
- Review MOUs between LEAs and RCs on transition

E. Interagency Collaboration:

- Review old IA agreements and MOUs.
- Suggest that agencies use ES SC Handbook across the board.
- Evaluate feedback and satisfaction of community partners.
- Investigate: Children receiving services from CCS that are not referred to ES. Parallel system seems to be in place.
- Convene a Summit to include CCS, LEA, RC, FRC, consumers. Purpose: T0 discuss policy and reality.

NEXT MEETING:

- Agenda-
  - Ongoing update (Cheri Schoenborn) on personnel standards and policy
  - Update on Master Plan
  - IDA News- article on key competencies for EI from parent perspective

The meeting was adjourned at 4:45 PM.

## PRIORITY RECOMMENDATIONS FOR OUTCOMES ACTION PLANS AND DATA SOURCES

PRIORITY	MEASUREABLE OUTCOMES	PROPOSED ACTION PLANS (activities and methodologies)	DATA & INFO SOURCES
<b>IFSP</b>	<p>IFSPs will document all required components and signed copies will be provided at the end of each IFSP meeting in 100% of records reviewed statewide.</p> <ul style="list-style-type: none"> <li>• IFSP completed in 45 days</li> <li>• Approp. persons present</li> <li>• Written notice of meeting provided</li> <li>• Notice provided in language of family choice</li> <li>• Outcomes include criteria, procedure, timeline</li> <li>• Services include method, frequency, duration and intensity</li> <li>• Service provider identified</li> <li>• Service location identified</li> <li>• Justification provided for services outside NE</li> <li>• IFSP documents family CPRs</li> <li>• CPRs reflected in outcomes</li> <li>• Document current levels in 5 domains</li> <li>• Transition plan present where applicable</li> <li>• Referral to FRC made</li> <li>• Non-Part C services indicated</li> <li>• Parent understanding of IFSP process documented</li> <li>• Copies provided to all participants</li> </ul>	<p><b>1) QSDS</b> - Gather <del>and</del> analyze, and synthesize data including (9/04):</p> <ol style="list-style-type: none"> <li>a) Determine what information and base line data is available in this area through DDS and CDE</li> <li>b) Determine what is included in current monitoring efforts and findings to date</li> <li>c) Review monitoring reports to determine compliance with IFSP requirements (See Early Start Regulations §52102-52109)</li> </ol> <p><b>2) QSDS</b> - Develop a strategy for collecting effective IFSP development practice models. (1/05)</p> <p><b>3) FRSC</b> provide parent satisfaction and input on best practice models they have experienced. (1/05)</p> <ul style="list-style-type: none"> <li>• Look at IFSP data on Parent Satisfaction Survey</li> <li>• Documented community collaboration on IFSP (Participant list)</li> <li>• IA collaboration documented in MOUs</li> </ul> <p><b>4) QSDS (lead) w/FRSC &amp; ISHC</b> - Develop recommendations for Incorporating best practice models for IFSP development into training, support and personnel development activities provided for parents, RC, LEA, partner agencies. (Draft 3/05, final 5/05)</p> <ul style="list-style-type: none"> <li>• Identify barriers to getting training</li> <li>• Include in IA agreements</li> </ul>	<p>Time between referral and the IFSP. (This information needs to be compiled and should be available by 9/04 meeting.)</p> <p>Regulations governing service coordinator competencies. (See 34 CFR §303.23)</p> <p>Monitoring instrument (Provide at 5/04 meeting)</p> <p>IFSP matrix (provided at 2/04 meeting)</p> <p>APR pages 4, 5, 9, 32, 34, 35, 7, 39, 40, 41</p> <p>Due process/mediation related to IFSP</p> <p>SC concerns and family concerns (invite FRSC input)</p> <p>Early Start Statistics Report</p>

## PRIORITY RECOMMENDATIONS FOR OUTCOMES ACTION PLANS AND DATA SOURCES

PRIORITY	MEASUREABLE OUTCOMES	PROPOSED ACTION PLANS (activities and methodologies)	DATA & INFO SOURCES
		<ul style="list-style-type: none"> <li>• Identify training and support needs of SC's</li> <li>• Identify mechanism for ensuring parents understanding related to IFSP process and services received</li> </ul> <p>5) Review local/state Interagency agreements including Early Start</p> <p>6) Explore additional mechanisms to collect outcome data</p>	